



MORENDAT TRAINING AND CONFERENCE CENTRE

QUALITY POLICY

The management of Kenya Pipeline Company Limited together with Morendat Training and Conference Centre (MTCC) team is committed to providing all its customers and stakeholders' unique products and services for training, conferencing and recreation in a serene environment that enhance customer satisfaction while complying with **relevant standards and regulations** in the hospitality industry.

In order to realize this commitment, KPC undertakes to:

1. Developing strong business relationships that guarantee top quality products and services by engaging the services of external providers who respect the MTCC's values.
2. Maintain a suitable environment for the operation of our processes and achievement of conformity of products and services.
3. Establish, document, implement, maintain and continually improve the effectiveness of the QMS in accordance with **ISO 9001:2015** requirements.
4. Integrate risk based and process approach in our business operations.
5. Regularly train employees so that they are familiar with and are responsible for policies, procedures and associated documentation at all times.
6. Ensure that this policy is communicated, understood and applied by all staff and is available to relevant interested parties as appropriate.

This policy statement which is compatible with the context and strategic direction of KPC, will be reviewed during management reviews and where deemed necessary will be amended and re-issued.

DR. MACHARIA IRUNGU
MANAGING DIRECTOR

DATE: 10/6/2020